

IFW/2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Examiner: Harry S. Hong

Art Unit: 2642

For: **METHOD OF PROCESSING AN INBOUND CALL IN A CALL CENTER**

SUBMISSION OF FORMAL DRAWINGS

If there are any charges due, please charge them to Deposit Account No. 02-2666.

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP


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CERTIFICATE OF MAILING	
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